

4. Report Applications

There are a variety of different uses for MTCS reports. This section highlights some of the important data fields in the report and describes the ways MTCS users can use the data contained in this report

HUD intends users to challenge information contained in MTCS reports because often, upon further investigation, the problems or issues may be different than they appear in MTCS. Use MTCS data and reports as a starting point for discussion, investigation, research, and analysis.

4.1. Key Data Fields

- **Families Reported** details the percent of actions reported by the PHA during the last 12 months. These data reflect the overall volume of work performed by the PHA and includes the following transactions: admissions, reexaminations, interim reexaminations, portability move-ins, and change of units.
- **Distribution of Portability Move-Ins** and the **Number of Portability Move-Outs** reflect the effects of Section 8 portability on a PHA. The Distribution of Portability Move-Ins shows the percentage of families that have ported-in to the PHA within the past 12 months. The Number of Portability Move-Outs calculates the number of families that ported-out of the PHA in the last 12 months.
- **Rent Discrepancies** show the number and percentage of families whose rent payments are under or over the MTCS calculated rent. These fields can help a PHA monitor the quality of rent determinations and assess the aggregate dollar impact of the discrepancies. Data in these fields also can help a PHA identify if it misapplied any income deductions. Frequently rent discrepancies indicate a data quality problem.
- **Other Types of Discrepancies** show statistics in several performance areas: Admissions of over-income families, over- and under-housed, late reexaminations, and late HQS inspections. MTCS calculates the over- and under-housed discrepancies based on HUD occupancy regulations even though HUD does allow PHAs to establish their own occupancy standards.
- **Gross rent as a Percent of FMR** data helps a PHA assess its exception rent policy and PHA rent reasonableness findings. The Federal Register publishes Fair Market Rent (FMR) values annually.
- **Family Self-Sufficiency (FSS) data** shows how many families a PHA has enrolled in its FSS program, the percentage of participants who completed their contracts successfully, and the percentage of participants who left the program prior to completion. This data provides an overview of a PHA's FSS program.

4.2. PHA Uses for the Report

- **Assess and improve PHA performance**

The primary use for the Key Management Indicators Report is to obtain information about the volume of PHA activity, identify possible discrepancies, and review descriptive data related to PHA policies. It can also help a PHA gain insight into the key strengths and weaknesses of a particular project. Comparisons among projects can focus on troubled projects within the PHA as the excerpt below demonstrates.

MTCS – Key Management Indicators Report					
Program: Public Housing		HA001	HA001001	HA001002	HA001003
Families Reported					
Number of Families Reported, 12 months		471	10	45	26
Distribution	Admissions	16	**	22	8
by Families	Reexams	51	**	56	92
Reported, Last 12	Interim Reexaminations	28	**	22	0
Months (%)	Portability Move-ins	0	**	0	0
	Change of Units	4	**	10	2
Families Ending Participation		98	**	10	2
Portability Move-Outs		0	**	0	0

In the past 12 months, this PHA examined 471 families. When you review the data on a project-by-project basis, Project “002” has high turnover or appears to be a new project when compared to Project “003”. In Project “002” almost one-quarter were new admissions, 22 percent, versus Project “003” where only 8 percent of the families reported were new admissions.

Project “003” population also appears more stable with 92 percent of the families reported as annual reexaminations compared to 56 percent of families in Project “002”. These differences suggest PHA management may want to examine Project “002” more closely to determine the reasons behind the data.

Remember if MTCS displays “**” it means there was insufficient data available to perform calculations for the report. To protect the privacy of assisted housing participants, MTCS must have at least 10 families on record to compute and display information in a report. However, further investigation of the data may indicate the PHA experienced a data quality problem and it was not transmitting accurate information to MTCS.

- **Assess housing inventory**

The Key Management Indicators Report can also help PHAs monitor resident occupancy issues and assess if the PHA’s housing inventory meets current housing needs. As the excerpt below demonstrates, this PHA may not have a sufficient number of larger units to meet the needs of its resident population.

MTCS – Key Management Indicators Report					
Program: Public Housing		HA001	HA001001	HA001002	HA001003
Other Discrepancies					
	Admission of Over-Income Families	1	3	0	0
Other Types of	Over-housed	0	0	0	0
Discrepancies %	Under-housed	96	76	60	97
	With Late Reexaminations	3	1	0	2
	Average Months Late	0	0	0	1

Of all Other Discrepancies noted by MTCS for this PHA, 96 percent occurred because families were under-housed. This discrepancy also occurred frequently at many of the PHA's projects. One possible explanation is the difference between the PHA's housing inventory and the needs of the residents in these developments. It is also possible that the PHA employs a different occupancy guideline than HUD uses.

- **Conduct Research**

PHAs can use this report to compare key management indicators to aggregate data at the Field Office, state, or national level. This type of analysis can help a PHA to look for indicators about their PHA that are significantly different from what appears to be the norm. It can help PHAs guide management improvement efforts or learn how they perform when compared to other PHAs in their area, state, or nationwide.

Discrepancy indicators on this report identify a need to get more specific information. This information is available on the Detailed reports. Detailed reports offer lists of individual families for whom the discrepancy exists.

4.3. HUD Uses for the Report

- **Compare PHAs and disseminate best practices**

The primary value of this report for Field Offices and TARC is its use as a screening tool. HUD staff can generate this report to compare management indicators for different PHAs that are similar in size and evaluate the challenges they face. This type of analysis can also identify both high and low performers.

In the Field Offices jurisdiction, as noted in the Key Management Indicators Report excerpt below, only 1 percent of families reported to MTCS had a rent discrepancy in the past 12 months. This particular Field Office may wish to focus its attention on “HA002” which had the highest incidence of discrepancies (32 families). The Field Office can also see from this report that there are no major irregularities in the PHAs’ average overpayments and underpayments because they generally follow the distribution of rent discrepancies across the Field Office’s jurisdiction.

MTCS –Key Management Indicators Report					
Program: Public Housing		FO123	HA001	HA002	HA003
Number of Families Reported, 12 Months		9,193	744	4,419	1,156
Rent Discrepancy					
Number of Families with Rent Discrepancies (+/-)		94	1	32	4
Percent of Families with Rent Discrepancies		1	0	0	0
Distribution					
by Rent Discrepancies (%)	\$6 - 10	7	0	6	50
	\$11 - 25	70	100	91	50
	\$26 - 50	13	0	0	0
	\$51 - 100	5	0	0	0
	\$101 - 150	2	0	0	0
	Over \$150	2	0	3	0
Overpaying/Underpaying		FO123	HA001	HA002	HA003
Percent Overpaying (+)		14	100	8	0
Average Overpayment (\$)		43	20	16	0
Total Overpayments (\$)		554	20	47	0
Percent Underpaying (-)		86	0	91	100
Average Underpayment (\$)		24	0	17	14
Total Underpayments (\$)		1,937	0	500	56

With this information, a Field Office or TARC can find a high-performing PHA using MTCS reports and determine how they address operational issues or management problems. Field Offices and TARC can then share this information with other PHAs in their jurisdiction.

- **Examine an individual PHA**

Field Offices and TARC can review management indicators for a specific PHA to identify areas for performance review. If a PHA administers more than one HUD program, a comparison among those programs helps identify strengths and weaknesses in the PHA’s organization, possibly identifying performance improvements in the areas of staffing and training.

For example, in the first excerpt of the Key Management Indicators Report below, it shows very few late reexaminations in the PHA’s Public Housing program. However, the PHA has a large percentage of late reexaminations in its Section 8 programs, as shown in the second excerpt.

MTCS - Key Management Indicators Report			
Program: Public Housing		FO123	HA001
Number of Families Reported, 12 Months		26,503	7,332
Other Discrepancies			
	Admission of Over-Income Families	0	0
Other Type of	Over-housed	14	8
Discrepancies (%)	Under-housed	7	2
	With Late Reexaminations	20	5
	Average Months Late	2	3
	Section 8 Units with HQS Inspection Overdue	0	0
	Average Months Late	0	0

In this case, the Field Office might want to review whether the PHA needs staff training or improved management of its Section 8 program.

MTCS - Key Management Indicators Report			
Program: Section 8 Certificates and Vouchers		FO123	HA001
Number of Families Reported, 12 Months		161,351	29,292
Other Discrepancies			
	Admission of Over-Income Families	1	0
Other Type of	Over-housed	8	10
Discrepancies (%)	Under-housed	0	0
	With Late Reexaminations	10	28
	Average Months Late	2	1
	Section 8 Units with HQS Inspection Overdue	9	6
	Average Months Late	7	2

For a PHA with more than one Public Housing project, a project-by-project review by the Field Office or TARC could focus on troubled projects within the PHA. A project-by-project review of MTCS data for a PHA could identify projects with high numbers of under-housed households or whether the PHA places special emphasis on securing timely reexaminations.

These discrepancy indicators signal a need for more specific information about the issues raised on this report. Field Offices and TARCs can obtain more information on MTCS Detailed reports that offer lists of individual families for whom the discrepancy exists. This information may be helpful to bring during on-site reviews.